

IBMhq Test Case Execution Report

Test Case Name:Send Response - 1

Requirement Name: CX

Execution Start Time:2020-08-09 14-51-19

TOTAL STEPS	STEPS PASSED	STEPS FAILED	OVERALL STATUS	DEFECT LIST
13	12	1	Fail	3

Step No:1

Step Description: Click on Navigation Menu

Expected Result: Click on Navigation Menu

Actual Result: The Element: ClickIncidentsMenu is clicked

Status: Pass

The screenshot displays the Oracle Service Cloud interface. At the top, the Oracle logo and 'Service Cloud' text are visible. A search bar with 'Reference #' and a magnifying glass icon is on the right. Below the header, a navigation menu is shown with a dropdown for 'Navigation'. The main content area features a toolbar with 'Save', 'Save & Close', 'Refresh', 'New', and 'Print' buttons. A tabbed interface shows 'Summary' as the active tab, with other tabs like 'Messages', 'Contacts', 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments', and 'Audit Log'. The 'Summary' tab contains a form with the following fields: 'Subject' (required, empty), 'Reference #' (200809-000003), 'Contact' (required, [No Value]), 'Status' (Open), 'Organization Name' (empty), 'Assigned' (Agent Access > Sys Agent), 'Product' ([No Value]), 'Disposition' ([No Value]), and 'Category' ([No Value]).

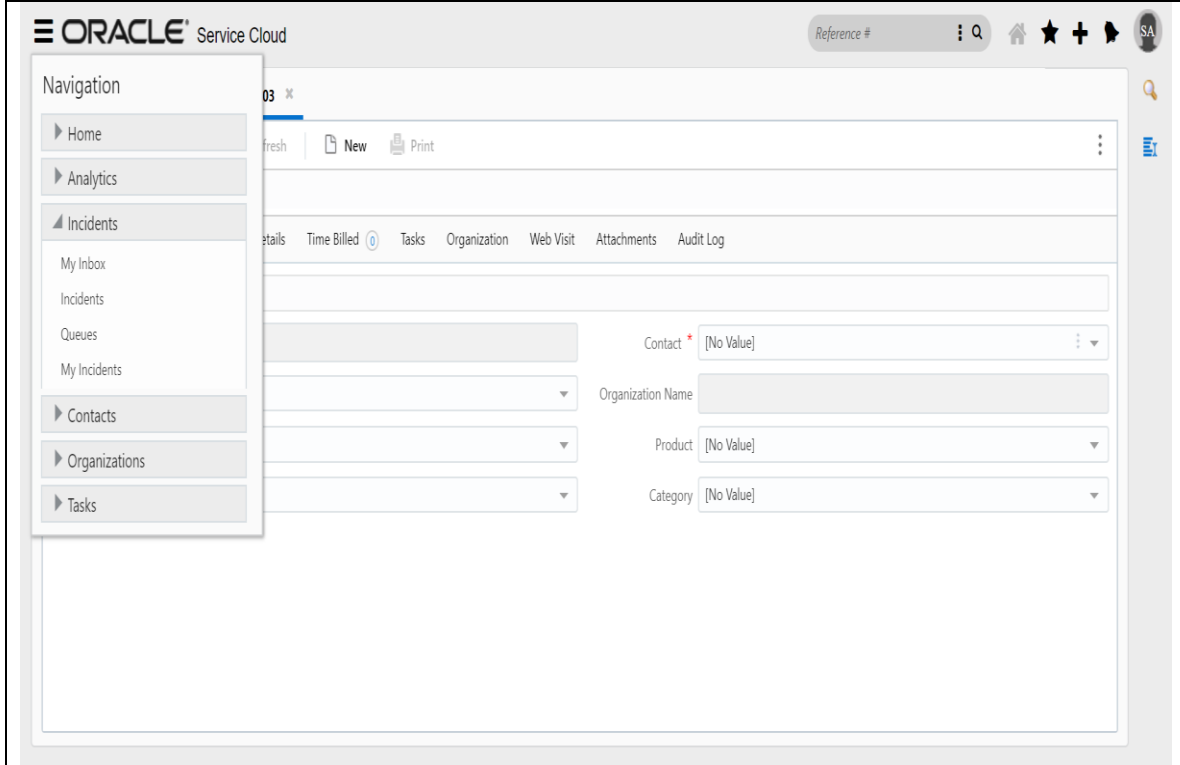
Step No:2

Step Description: Click on Incidents

Expected Result: Click on Incidents

Actual Result: The Element: IncidentsMain is clicked

Status: Pass



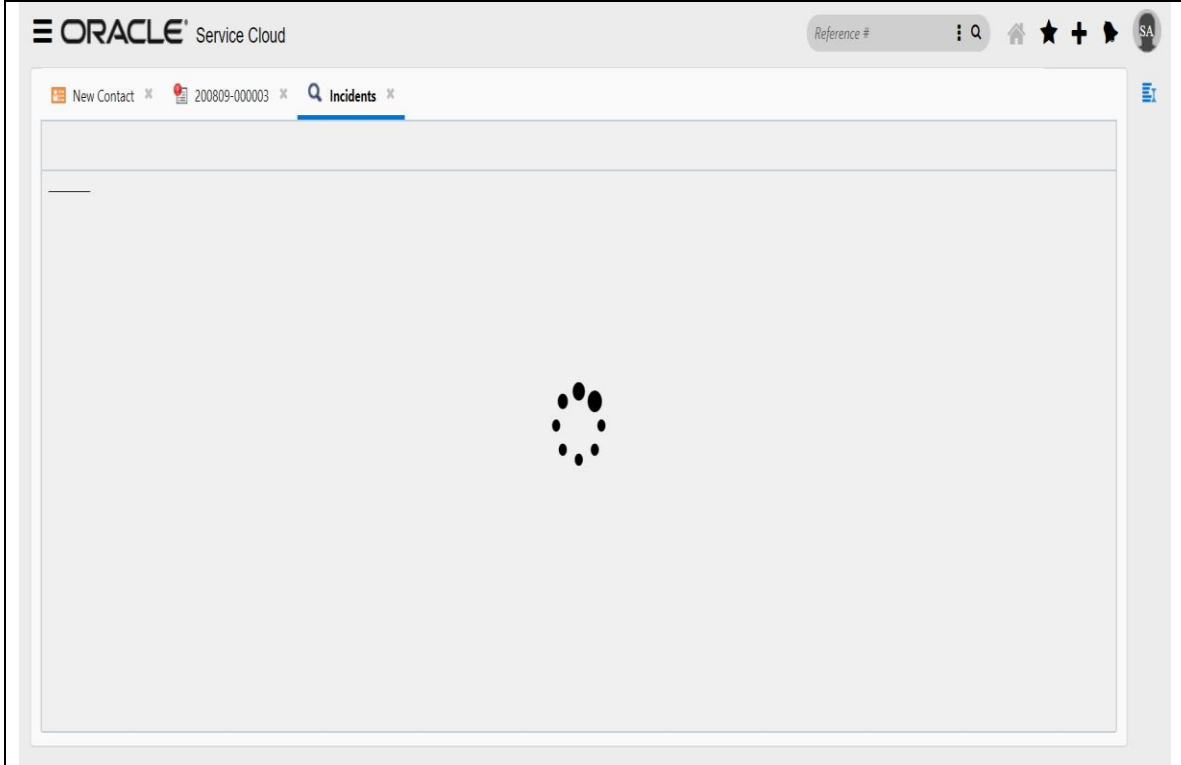
Step No:3

Step Description: Click on Search

Expected Result: Search the incident

Actual Result: The Element: ClickSearch is clicked

Status: Pass



Step No:4

Step Description: Double click and open the first Record

Expected Result: First Record to be opened

Actual Result: The Element: OpenRecord is double clicked

Status: Pass

The screenshot displays the Oracle Service Cloud user interface. At the top, the Oracle logo and 'Service Cloud' text are visible. A search bar with a magnifying glass icon and a 'Reference #' label is present. Below the header, a navigation bar shows several tabs: 'New Contact', '200809-000003', 'Incidents', and '200730-000072'. The '200730-000072' tab is selected. A toolbar with icons for 'Save', 'Save & Close', 'Refresh', 'New', and 'Print' is located below the tabs. The main content area features a tabbed interface with 'Summary' selected. The 'Summary' tab displays the following information:

- Subject: how this product works, ab92547 product is not functioning properly
- Reference #: 200730-000072
- Status: Open
- Assigned: Agent Access > Minhaj Ameen
- Disposition: [No Value]
- Contact: Adam Smit
- Organization Name: California Federation
- Product: ab92547
- Category: [No Value]

Step No:5

Step Description: ClickMessages

Expected Result: ClickMessages

Actual Result: null

Status: Fail

The screenshot displays the Oracle Service Cloud interface. At the top, the Oracle logo and 'Service Cloud' text are visible. A search bar labeled 'Reference #' is on the right. Below the header, a breadcrumb trail shows 'New Contact' > '200809-000003' > 'Incidents' > '200730-000072'. A toolbar contains 'Save', 'Save & Close', 'Refresh', 'New', and 'Print' buttons. A tabbed interface below the toolbar has 'Summary', 'Messages', 'Contacts', 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments', and 'Audit Log'. The 'Summary' tab is active, showing a form with the following fields: 'Subject' (how this product works, ab92547 product is not functioning properly), 'Reference #' (200730-000072), 'Status' (Open), 'Assigned' (Agent Access > Minhaj Ameen), 'Disposition' ([No Value]), 'Contact' (Adam Smit), 'Organization Name' (California Federation), 'Product' (ab92547), and 'Category' ([No Value]).

